

Fanshawe College

FIRST: Fanshawe Innovation, Research, Scholarship, Teaching

Documentation (Approvals etc...)

Customer Service Fundamentals - Insurance

2015

CSI1 Curriculum Modification for 2016-17

Fanshawe College

Follow this and additional works at: https://first.fanshawec.ca/cae_business_customerservicefundamentalsinsurance_documentation

CURRICULUM MODIFICATION REQUEST FORM

COURSE OR PROGRAM CURRICULUM "RATIONALE FOR CHANGE"

RECEIVED

NOV 30 2015

Program Requiring Changes

Office of the Registrar

Program Title: Customer Service Fundamentals-Insurance		
Program Number: CSI	Date Submitted: 11/17/2015	
Dean responsible for program: David Belford	Chair: Mary Pierce	
Credential Provided: <input type="checkbox"/> Declaration of Academic Achievement <input type="checkbox"/> Local Certificate <input checked="" type="checkbox"/> Ontario College Certificate <input type="checkbox"/> Diploma <input type="checkbox"/> Advanced Diploma <input type="checkbox"/> Grad Certificate <input type="checkbox"/> Degree <input type="checkbox"/> Apprenticeship		
Program Intakes: <input checked="" type="checkbox"/> F <input checked="" type="checkbox"/> W <input checked="" type="checkbox"/> S Other:	Catalogue Year(s) Impacted: 2016-17	
Residency Requirement: <input checked="" type="checkbox"/> Met or <input type="checkbox"/> Not Met	Date of Last Program Review: 2013	
<i>I have read the reasons for the change and...</i>		<i>Signature and date</i>
Dean of Faculty (responsible for program):	<input checked="" type="checkbox"/> Approve <input type="checkbox"/> Do Not Approve	<i>D Belford Nov. 25/15</i>
Dean of Faculty (impacted by change):	<input type="checkbox"/> Approve <input type="checkbox"/> Do Not Approve	
Dean of Faculty (impacted by change):	<input type="checkbox"/> Approve <input type="checkbox"/> Do Not Approve	
Associate Vice President Academic (required for major changes and late DAs):	<input checked="" type="checkbox"/> Approve <input type="checkbox"/> Do Not Approve	<i>12/20/15</i>
Director, Centre for Academic Excellence:	<input checked="" type="checkbox"/> Supports <input type="checkbox"/> Does Not Support	<i>Jacy Gedes Dec 16/15</i>
Office of the Registrar:	<input checked="" type="checkbox"/> Supports <input type="checkbox"/> Does Not Support	<i>mmcall</i>

Please answer each of the questions below, if applicable. Missing or incomplete information may delay review of the proposed changes.

1.0 Describe proposed change(s). Complete Appendix A (if necessary) and amend SDAR (Refer to Appendix C).

The 4th hour in the ACCT-1004 courses (now a fully automated lab hour) has been removed from the degree audit as it is not a teaching hour. If approved, this change in hours requires a new course number to be called up to replace ACCT-1004.

2.0 Reason/Rationale for Changes

2.1 The reason for the change is based on:

- ☐ A recent program review
- ☐ College Advisory Committee feedback
- ☐ Program Advisory Committee feedback
- ☐ Student feedback
- ☐ KPI results
- ☐ Accreditation or other regulatory requirements
- ☐ Shared curriculum
- ☐ Trends in the field/industry
- ☒ Other (please describe): Technology allows the student to complete the lab assignments outside of a physical computer lab space at the college.

2.2 Does the change support the College's Strategic Framework (mission, vision, values)?

- ☒ Yes
- ☐ No (If no, please explain)

2.3 What strategic goal(s) does the proposed change support?

- ☐ Goal 1 - Enrolment growth
- ☒ Goal 2 - Flexible delivery options
- ☒ Goal 3 - Premier student experience
- ☐ Goal 4 - Sustainable College life

3.0 Students

3.1 Will the change affect the cost of the program for students?

- ☐ Yes
- ☒ No

3.2 If yes, there will be an additional cost for:

- ☐ Materials (Include details):
- ☐ Equipment (Include details):
- ☐ Other (Please describe):

4.0 Program Learning Outcomes

4.1 Will the proposed change meet the Program Vocational Learning Outcomes? (Complete Appendix B)

- ☒ Yes
- ☐ No

4.2 Are there any implications related to progression because of pre-requisite courses (and/or co-requisite courses)?

- ☒ No
- ☐ Yes (If yes, please explain)

5.0 Relationships with Other Programs

5.1 Are any of the courses impacted by the change provided by another School (e.g., SLLS, LKSB) and/or delivered at another campus?

- ☒ No
- ☐ Yes

5.2 What Schools/Campuses will be impacted by the proposed change?

- ☐ School of Information Technology
- ☒ Lawrence Kinlin School of Business
- ☐ School of Tourism and Hospitality
- ☐ School of Health Sciences
- ☐ School of Human Services
- ☐ School of Nursing
- ☐ School of Public Safety
- ☐ School of Contemporary Media
- ☐ School of Design
- ☐ School of Language and Liberal Studies
- ☐ School of Aviation Technology
- ☐ School of Applied Sciences and Technology
- ☐ Donald J. Smith School of Building Technology
- ☐ School of Transportation Technology
- ☐ Continuing Education
- ☐ Simcoe/Norfolk Regional Campus
- ☐ Woodstock/Oxford Regional Campus
- ☐ St Thomas/Elgin Regional Campus

- 5.3 Will the change affect pathway agreements (e.g., bridging, articulations, laddering, advanced standing) with other Fanshawe program(s) and/or other institution(s)?
(Refer to the pathway agreements listed here: <http://transferagreements.fanshawec.ca/>)

☒ No
☐ Yes (If yes, indicate when you will notify the other Fanshawe program(s) and/or other institution(s) of the change)

- 5.4 If this program is a Co-Operative Education program, will the proposed change impact Co-op?

☐ No
☐ Yes (If yes, consult with the Co-op office prior to submission)

6.0 Resource Implications of Proposed Changes

- 6.1 Will the proposed change have staffing implications?

☒ No
☐ Yes (If yes, please explain)

- 6.2 Will the proposed change impact any of the Enabling areas?

☒ No
☐ Yes (If yes, please explain)

- 6.3 Will the proposed change affect space and/or technology requirements?

☒ No
☐ Yes (If yes, please explain)

7.0 General College Requirements

- 7.1 Are changes consistent with Colleges policies/practices?

☒ Yes
☐ No (If no, please explain)

- 7.2 Indicate:

i) Total program hours before proposed change: 525
ii) Total program hours after proposed change: 510
iii) Level(s) in which the proposed change(s) occurs: 1

- 7.2.1 Are the total program hours consistent with the requirements as listed below?

☒ Yes
☐ No (If no, please explain)

Local Certificate - 300 hours	Ontario College Certificate - 600 hours
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Diploma - 1200 to 1400 hours	Advanced Diploma - 1800 to 2000 hours
Graduate Certificate - 600 hours	

7.3 Will the program meet the General Education requirements (Policy 2-B-02) as listed below?

- ☐ No
☒ Yes

Local Certificate, Ontario College Certificate and Graduate Certificate - none required)	Diploma - 3 required (minimum of 1 must be an elective)	Advanced Diploma - 4 required (minimum of 2 must be electives)
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7.4 Will the program have 25% distinct curriculum to meet the Residency Requirement of 25% credit units? Consider all pathway agreements (e.g., bridging, internal articulations, laddering, advanced standing) with other Fanshawe programs and/or other institutions.

- ☐ No
☒ Yes

Note: In accordance with POLICY NUMBER: 2-B-17 Graduation from Approved College Programs

...to be eligible for any College Credential a student must be enrolled and complete at least 25% of that program's credit units at Fanshawe College, unless stipulated differently by other approving bodies such as the Postsecondary Education Quality Assessment Board (PEQAB).

APPENDIX A: PROPOSED CURRICULUM MODIFICATION

Course Code	Existing DA Courses	Total Hours	Total Credits	Describe proposed changes	Course Code	Proposed DA Courses	Total Hours	Total Credits
Level 1								
ACCT-1004	Principles of Accounting 1	60	4	Reduce credits and hours to reflect lab hour now fully automated	ACCT-1004	Principles of Accounting 1	45	3
MKTG-1012	Principles of Marketing 1	45	3		MKTG-1012	Principles of Marketing 1	45	3
MATH-1052	Business Math	45	3		MATH-1052	Business Math	45	3
BUSI-1060	Strategies for success	15	1		BUSI-1060	Strategies for success	15	1
BUSI-1005	Introduction to Business Processes	45	3		BUSI-1005	Introduction to Business Processes	45	3
WRIT-1032	Reason & Writing - Business 1	45	3		WRIT-1032	Reason & Writing - Business 1	45	3
TOTAL		255	17		TOTAL		240	16
Level 2								
BUSI-1099	Customer Relations	45	3		BUSI-1099	Customer Relations	45	3
INSR-3019	Broker/Agent Essential Skills	45	3		INSR-3019	Broker/Agent Essential Skills	45	3
ADMN-1013	Office Procedures & Strategies	60	4		ADMN-1013	Office Procedures & Strategies	60	4
INSR-1001	Fundamentals of Insurance	60	4		INSR-1001	Fundamentals of Insurance	60	4
INSR-1005	Licensing Preparation for Broker/Agent	15	1		INSR-1005	Licensing Preparation for Broker/Agent	15	1
COMP-3077	Excel for Business-Adv	45	3		COMP-3077	Excel for Business-Adv	45	3
TOTAL		270	18		TOTAL		270	18
PROGRAM TOTAL		525	35		PROGRAM TOTAL		510	34

~~NO CHANGES~~


 Oct 30, 2015

Degree Audit Report

Catalog: 2016/2017

Program: CSI1

Name: Customer Service Fundamentals
- Insurance

Department: BUS - Kinlin School of Business

Academic Level: PS

CCD: 7 - 2AcadSem/600-700 hrs

Credential: Ontario College Certificate

Grade Scheme: LG2

Major: CSI1 - Customer Svce Fundamentals-Ins

Div: BUS - Business and Management

Co-Op Indicator: N/A

Academic Program Requirement

Total Credits: 35.00

Residency Reqmt: 9.00

GPA Requirement: 2.000

Residency Reqmt GPA: 2.000

Minimum Grade: D

Academic Requirement: CSI1.16 Customer Service Fundamentals - Insurance

Major: CSI1

Grade Scheme: LG2

Minimum GPA: 2.000

Minimum Grade:

Subrequirement: Level 1

Take all of the following Mandatory Courses:

			45 ^{hrs}	Total Hours	Total Credits	GE
new course #1	ACCT-1004	Principles of Accounting 1		60.00	4.00	3.00
	WRIT-1032	Reason & Writing - Business 1		45.00	3.00	
	MKTG-1012	Principles of Marketing 1		45.00	3.00	
	MATH-1052	Business Math		45.00	3.00	
	BUSI-1060	Strategies for Success		15.00	1.00	
	BUSI-1005	Introduction to Business Processes		45.00	3.00	**

Subrequirement: Level 2

Take all of the following Mandatory Courses:

		Total Hours	Total Credits	GE
BUSI-1099	Customer Relations	45.00	3.00	
INSR-3019	Broker/Agent Essential Skills	45.00	3.00	
ADMN-1013	Office Procedures & Strategies	60.00	4.00	
INSR-1001	Fundamentals of Insurance	60.00	4.00	
INSR-1005	Licensing Preparation for Broker/Agent	15.00	1.00	
COMP-3077	Excel for Business-Adv	45.00	3.00	

Subrequirement: Program Residency

Students Must Complete a Minimum of 9 credits in this program at Fanshawe College to meet the Program Residency requirement and graduate from this program


 12/20/15

Approved By Chair/Manager:

Department and Date:

Degree Audit Report

Approved by Dean:

Date:

General Education Approved By(as appropriate):

Date: